



National Finance Center Customer Notification

Date of Notification: September 7, 2011

Subject: NFC's Authorized Call Center Points-of-Contact and Valid Personnel Office Identifier Information

Database/Customer(s) Affected: All

Dear Customer:

The National Finance Center (NFC) would like to remind our customers of the need to periodically review and maintain Payroll/Personnel Call Center authorized Points-of-Contacts (POC) on Table Management System (TMGT), Table 063, Contact Type 11 (TMGT 063/11). NFC provides Payroll/Personnel information to authorized POCs listed on TMGT 063/11.

When communication is initiated to NFC's Call Center, agents verify the following:

- The inquirer is an authorized agency POC listed on TMGT 063/11 for a specific Department, Agency, and Personnel Office Identifier (POI)
- The POC is listed on TMGT 063/11 for a POI that matches the employee on whose behalf the inquirer contacts the Call Center.

Call Center agents direct inquirers not listed on TMGT 063/11 to the employee's POC listed on TMGT 063/11.

Many of the names currently listed on TMGT 063/11 are no longer valid due to changes in job responsibilities and retirement. Agencies are encouraged to review this information to ensure legitimate contacts are listed. Authorized agency representatives are requested to update TMGT 063/11 either online or via email to NFC at NFC.TMGT@nfc.usda.gov. Authorized agency representatives without online TMGT update authority can email the TMGT update request to NFC at

"Tip of the Week"

When processing a History Correction package for corrective purposes, please ensure that all subsequent actions contain the corrected information. If your correction is displayed only on the original action, the end product of your History Correction package after application to the database will not be reflective of the change that was made.

NFC.TMGT@nfc.usda.gov. Please attach a copy of the pre-filled screen print relating to the table information that requires updating.

Please note, to ensure that all TMGT change requests are officially authorized, NFC will only process a TMGT request from an authorized agency representative listed on TMGT 063, Contact Type 03.

Several agencies serviced by NFC have provided certain designated POCs with global responsibility. POCs with global access can contact the Call Center on behalf of any of that Department's Agency and POI. Global Call Center POCs are listed on TMGT 063 as Contact Type 06 under POI 0000, ex.: TMGT 063/DEPT-CODE/AGENCY-BUREAU/POI (0000)/CONTACT-TYPE (06).

Agencies interested in establishing Global Call Center POCs can do so by having an authorized agency representative, with update authority to TMGT tables, add POCs online under TMGT 063, Contact Type 06 with POI 0000 (see example above). Authorized agency representatives without TMGT update authority can email the TMGT update request with pre-filled screen print to NFC at NFC.TMGT@nfc.usda.gov.

Federal employees with questions concerning this notification should contact their Servicing Personnel Office. Authorized agency representatives with questions concerning this notification should contact NFC's Client Management Branch at Customer.Support@nfc.usda.gov.

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